

**IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE**

In the application of : HESSION, Patrick
: McCORMACK, Tony
: HICKEY, James
Serial No. : 10/741,518
Filed : December 19, 2003
For : Methods of monitoring communications sessions in a
contact centre
Examiner : Tieu, Benny Quoc
Art Unit : 2614
Attorney Docket No. : 920673-95340

RESPONSE TO OFFICE COMMUNICATION OF FEBRUARY 4, 2008

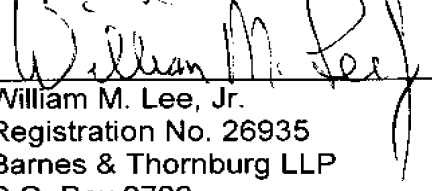
Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the office communication of February 4, 2008, submitted herewith is a correct copy of the Response to the Office Action of January 4, 2007. Everything should now be in order, and any error that was made is regretted.

February 8, 2008

Respectfully submitted


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